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Dear Stakeholder,

In September 2009, MassHealth conducted a survey regarding Managed Care Entity (MCE)<sup>1</sup> communication processes and service authorization processes for Intensive Care Coordination (ICC) and Family Support and Training (FS&T) services required under the Rosie D. Remedy. The goal of the survey was to obtain feedback from Community Service Agency (CSA) providers who are responsible for delivering ICC and FS&T, on the communication processes and authorization requirements of the five MCEs—Boston Medical Center Healthnet Plan (BMCHP), Fallon Community Health Plan, the Massachusetts Behavioral Health Partnership (MBHP), Neighborhood Health Plan\* (NHP), and Network Health.

Attached you will find MassHealth's final report of the survey results. The first section of the report discusses and summarizes the results of survey part one on communication processes. The second section of the report details the results of part two of the survey that focused on the authorization processes and procedures utilized by the MCEs for ICC and FS&T. This is followed by a conclusions and recommendations section that details action plans and next steps. Lastly, an addendum to the report was written that briefly details action taken by the MCEs on several topics since the report was originally drafted.

MassHealth would like to thank all of the CSA providers who took the time to share their opinions and offer feedback on their work with the MCEs related to ICC and FS&T. By participating in this survey you have helped ensure that the decisions being made about the design of our children's behavioral health system are informed by data from the provider community. As part of a continuous quality improvement effort, MassHealth intends to conduct additional surveys in the future on provider experiences related to their ongoing work with the MCEs and the implementation of the Children's Behavioral Health Initiative (CBHI) services.

MassHealth would also like to thank the MCEs for the work they have done already and will continue to do in supporting the CSA providers to deliver high quality services to youth and families. As you will see in this report, the MCEs have already begun to take steps to respond to the needs of providers. Their responsiveness and willingness to work collaboratively has been to the benefit of all involved in the implementation of CBHI.

Thank you,

Terry Dougherty

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<sup>1</sup> Managed Care Organization (MCO) is used to refer to the four MassHealth contracted Managed Care Organizations which are BMCHP, Fallon, NHP, and Network Health. The term Managed Care Entity (MCE) is more comprehensive and used to refer to the four MCOs and the PCC plan behavioral health carve-out vendor, MBHP.

\* Beacon Health Strategies is the behavioral health subcontractor for Fallon Community Health Plan and Neighborhood Health Plan.